




NEW EMPLOYEE HANDBOOK

2024

[DATE]

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SECTION 1.1 ABOUT THE CENTRE

1.1.1 Mission, Mandate, Legal Structure, Governance and Leadership

The BC Centre for Ability is a non-profit society that provides services to children, youth and adults. The Centre receives funding from Provincial and Federal Government sources including BC Ministry of Children and Family Development, Community Living BC, BC Ministry of Social Development and Service Canada. Other funding sources include North and West Vancouver School Districts, and contributions from the BC Centre for Ability Foundation.

The BC Centre for Ability is accountable to its Boards of Directors and to the membership of the Society.

The BC Centre for Ability Association is a non-profit organization, registered and incorporated under the Society Act. The Centre operates in accordance with the provisions set out in the Association's bylaws and constitution and is governed by a Board of Directors who are elected by the Membership of the Association. The Board is made up of consumers and individuals in the community who are committed to support and promote the delivery of quality services based on family-centered and inclusive practice.

The Executive Director of BCCFA oversees all aspects of the operations of the Centre. Department Directors and Program Leaders provide supervision and support to staff working within their specific disciplines and program or service areas.

Mission

To lead in the design and delivery of community-based services for persons with diverse abilities.

Vision

Inclusive communities where every person thrives at all stages of life.

Shared Values

The BC Centre for Ability is guided by, and holds itself accountable for acting in accordance with our shared values:

- Hope: We help clients and families see hope for the future
- Kindness: Kindness and empathy form the basis of every interaction

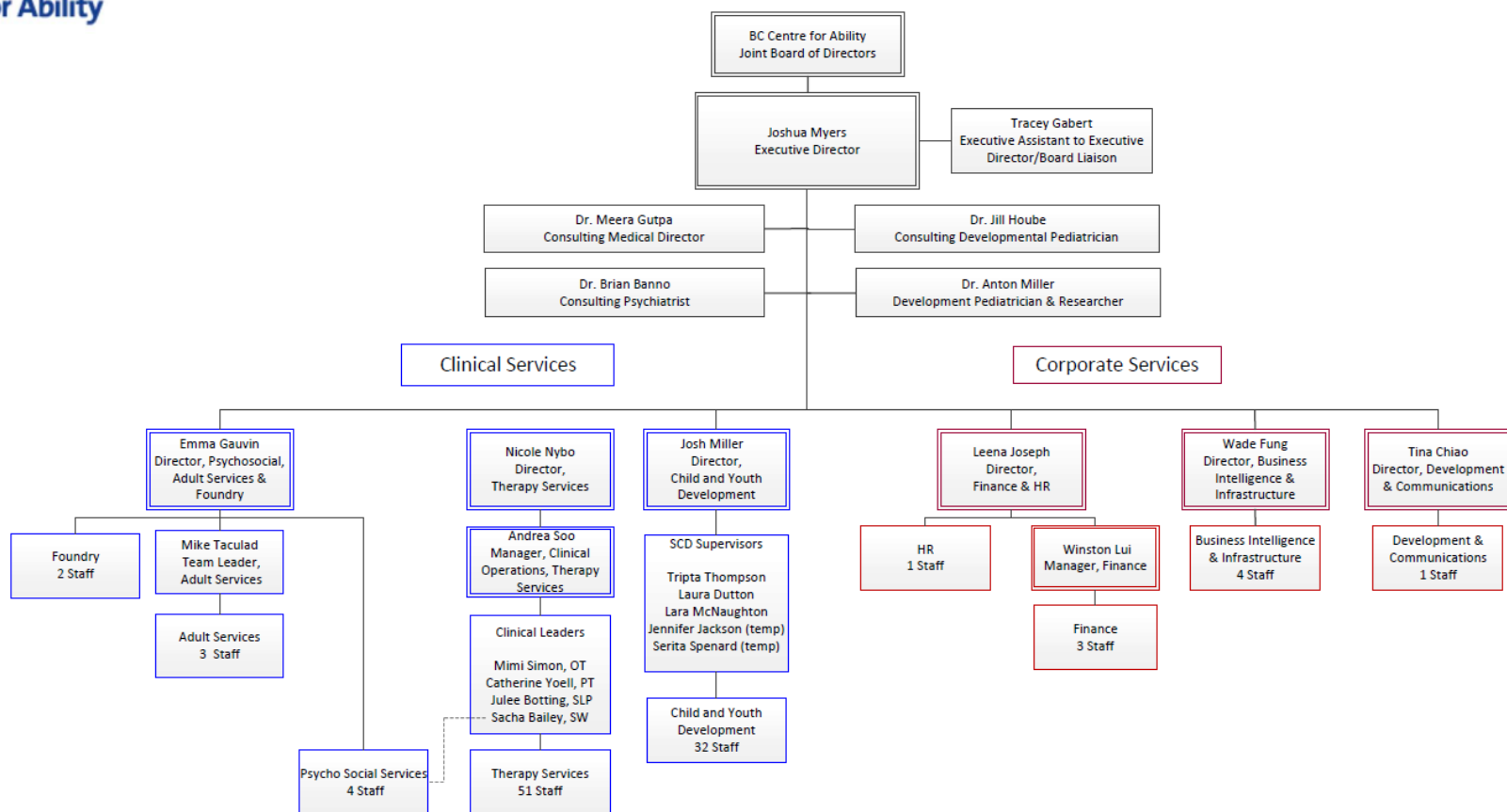
- Collaboration: We work together as staff, clients, members and communities to build on our strengths and achieve the best possible outcomes
- Innovation: We are creative risk takers who relentlessly seek to improve and excel
- Family Centred: We honour and respect the unique needs and preferences of our clients, celebrate our diversity and ensure that clients, families and caregivers are at the centre of everything we do.



1.1.2 BCCFA Organizational Chart



BCCFA Leadership Chart



N:\Executive Director\Organizational Charts\BCCFA Org Chart October 2024.vsd

SECTION 1.2 Organizational Standards and Practices

1.2.1 Privacy and Confidentiality

Summary

In accordance with the Personal Information Protection Act (PIPA), The BC Centre for Ability (BCCFA) protects the privacy and security of personal information held about its clients and employees.

The BCCFA Policies, Staff Handbook and Consumer Handbooks include information for staff, clients and families about:

- Consent for obtaining and releasing personal and medical information
- How and why, we collect personal and medical information
- How we use personal information
- How long personal and medical information is retained
- Third party disclosure
- Internet related policies
- How clients can access their personal and medical information
- How to make a complaint

Additional notes:

The BCCFA Privacy Officer is Joshua Myers, Executive Director.

For further information, please see the BCCFA Policies:

Policy 7.2 [Consent to Obtain and Release Information for Child Clients Policy](#) (Page 247)

Policy 7.3 [Consent to Obtain and Release Information for Adult Clients Policy](#) (Page 251)

Policy 7.4 [Confidentiality Policy](#) (Page 256)

Policy 7.5 [Privacy Rights of Clients](#) (Page 261)

The Centre Wide Policy manual can be accessed on SharePoint at [Policies and Procedure Manual](#).

1.2.2 Ethical Guidelines and Code of Ethics

ETHICAL GUIDELINES

- We respect the dignity of all persons.
- We uphold the rights of individuals and families to be treated with care and respect.
- We respect the uniqueness of each individual and his/her family in their values, culture and beliefs.
- We work as partners with individuals and/or their family. Our service delivery is based on person-centred, family-centred and inclusive practice.
- We propose, facilitate and implement interventions and services that are accepted by experts in our fields of practice.
- We provide complete information to individuals and/or their families to enable them to make informed decisions about our proposed interventions and services.
- We respect the rights of individuals and families to confidentiality and privacy.
- When providing services, we ensure the safety of clients, staff, service providers and volunteers.

The Code of Ethics can be found in our Policy Manual [here](#).



1.2.3 Rights and Responsibilities



Shared Responsibilities

The BC Centre for Ability (BCCFA) staff, program leaders, Board of Directors, clients, and families honour their shared responsibility to create a positive and courteous service environment that is family-centred and respects the needs and preferences of clients. These commitments are the core of our relationships and guide our interactions.

As clients/families/caregivers you have the right to:

- Be treated with compassion, dignity, and respect, without discrimination of any kind
- Receive evidence-based services from qualified staff
- Make decisions about yourself and/or your children
- Refuse any treatment(s) or service(s)
- Access your and/or your child's BCCFA documentation
- Withhold or grant access to BCCFA to gather and/or communicate relevant information to/from other sources (i.e. hospital, school)
- Confidentiality, privacy, and transparency
- Report your concerns and complaints regarding BCCFA services

As partners in care, clients/families/caregivers and BCCFA staff and program leaders have a shared responsibility to:

- Treat each other with compassion, dignity, and respect, without discrimination of any kind
- Keep each other safe
- Be honest, transparent, and clear about any information that could affect care or service goals
- Promptly cancel and reschedule appointments
- Communicate openly and respectfully
- Follow BCCFA Client Complaint Reporting Guidelines for submitting concerns and complaints

If you have concerns with the BC Centre for Ability and/or our staff not meeting these commitments we encourage you to report your concern. Please report your concern or complaint by calling 604-451-5511 and speaking directly with your service provider.

Visit our website at <https://bc-cfa.org/about-us/financials-reporting/> for our BCCFA Service Complaint Reporting Guidelines, also available in Chinese (Simplified – for Mandarin speakers), Punjabi, Filipino (Tagalog), and Spanish.

1.2.4 BCCFA Strategic, Operational & Risk Management Plans

The following plans/reports are reviewed and updated according to BCCFA policies and procedures and/or CARF regulations by BCCFA leadership, staff, and stakeholders, as appropriate. All of the plans are available to staff on the network at N:\Public\Reports & Publications.

BCCFA Strategic Plan

The Strategic Plan describes the mission of BCCFA and the vision that leadership, staff and stakeholders hold for the future of the Centre. The key priorities of the 2020 - 2024 Strategic Plan are:

Client: We will provide high quality services that are evidence based, accessible and centred on the needs, wishes and preferences of our clients and families across their lifespan.

Financial: We will optimize existing resources, align human resources and organization investments with strategic direction and expand our sources of revenue to augment service delivery and improve infrastructure.

Internal Processes: We will develop and implement innovative solutions to improve internal processes and client experience. We will collaborate within internal programs and with external partners, members, clients and families to gain valuable insight and share knowledge and resources to continuously improve. We will raise the profile of the Centre, broaden our membership and use our voice to inform research, education, policies, programs and practices within the system. We will continue delivering excellent services and use data and feedback to continue to improve.

People and Organizational Capacity: We will be an exciting, rewarding and inspiring place to work. We will attract and retain motivated and talented staff and invest in their professional growth and development.

Click [Strategic Plan](#) for access to the 2020-2024 Strategic Plan.

Operational Plan

Flowing from the three-year strategic plan is our annual Operational Plan. The Operational Plan articulates the goals, objectives and key activities of each program and department for that year that will help the organization address the priorities and achieve the goals set out in the Strategic Plan. Where the Strategic Plan articulates “what” our priorities are, the Operational Plan outlines “how” we are going to accomplish those goals in a given year. The Operational Plan is reviewed by the Operational Leadership Team (OLT) every month and staff are engaged

to help create goals and determine key activities related to their departments/programs. To learn more about the current year's operational plan please contact your leader.

Risk Management Plan

The Risk Management Plan describes areas of risk and control measures the Agency takes to reduce or minimize risks in the following areas: finances, human resources, health and safety, and program delivery. Staff, consumers, and community stakeholders contribute to the Risk Management Plan in a variety of ways throughout the year. The plan itself is reviewed annually to determine if our approach risk management governance is meeting our needs. Risks themselves are monitored, reviewed and reported on quarterly at the Risk Management Committee and bi-monthly at Board meetings.

To view a short video on [Risk Management at BCCFA](#) (click here) and to learn more about the Risk Management Plan or Register please contact your leader.



1.2.5 Policies and Procedures

Policy and Procedure Manuals

The BC Centre for Ability Policy Manual is a resource for all staff, clients and families. It is important that you, our staff, are familiar with Centre's policies and procedures. Policy manuals are available on the network in PDF format. Policies and Procedure Manuals can be accessed in SharePoint at [Policies and Procedures](#).

A policy statement is a description of the Centre's position on an issue. Procedures tell you how to carry out the policy. All of the policies are based on the Guiding Principles of the BC Centre for Ability.

Policies are reviewed and revised annually. Any feedback can be brought forward to your Program/Department Manager.

Centre Wide Policies:

Includes policies and procedures that guide organization wide operations

Program Specific Policies:

Each Department has program specific policies that guide program specific practices.

1.2.6 BCCFA Committees

Name of Committee	Membership	Term of Membership	Reports To	Frequency of Meetings	Purpose	Leadership Involvement
HR Committee of the Joint Board of Directors	Board Directors (Chair and minimum 2 directors)	2 Years	BCCFA Joint Board	As needed	The Human Resources Committee is responsible to support the Board in fulfilling its functional responsibilities to carry out all required Human Resources activities, including but not limited to, policy development; board recruitment, onboarding, professional development, and assessment; and Executive Director performance evaluation and compensation.	ED
Governance Committee of the Joint Board of Directors	Board Directors (Chair, and 2-4 Association Board Members)	2 Years	BCCFA Joint Board	As needed	The Governance Committee is responsible for ensuring that the Association Board fulfills its legal, ethical, and functional responsibilities through effective governance policy development, training programs, monitoring of Association Board activities and facilitating evaluation of the Association Board's performance and that of Directors.	ED
Finance Committee of the Joint Board of Directors	Board Directors (Chair and minimum 2 directors)	2 Years	BCCFA Joint Board	As needed	The Finance Committee is accountable to oversee the financial management of the organization, including its financial instruments, budgets, controls and reports. The Committee submits a proposed annual budget for approval by the Board of Directors.	ED
Operational Leadership Team (OLT)	ED, Directors and Program Leaders	Indefinite	ED, Board	Monthly	To identify strengths, weaknesses, opportunities and threats. To develop strategic plans with Boards. To ensure compliance with legislation. To develop P&P To develop and implement operational plans to meet strategic goals. To ensure risk management and quality assurance is accounted for in all programs. To identify gaps in services, barriers, opportunities for new growth. Employee supervision, support, engagement, communications and teamwork.	All

Name of Committee	Membership	Term of Membership	Reports To	Frequency of Meetings	Purpose	Leadership Involvement
Occupational Health and Safety Committee (OH&S)	Representatives from a variety of program areas, admin staff, management staff	Indefinite	OLT	Monthly	To ensure the health and safety of all employees and visitors to the Centre by providing orientation and training to staff on health and safety practices, conducting quarterly self-inspections of each BCCFA site to review conformance with safety practices, review and reporting of hazard reports, review and reporting of critical incidents.	OLT Member
Diversity and Inclusion Committee	Representatives from a variety of program areas, admin staff, management staff (Maximum 8)	Indefinite	OLT	Monthly	To foster an inclusive and diverse community for our clients, staff and stakeholders.	OLT Member
Research and Innovation Committee	Representatives from a variety of program areas, admin staff, management staff (Maximum 8)	Indefinite	OLT	Monthly	To support BCCFA staff with using, sharing and participating in evidence-based practice knowledge transfer internally and externally with our clients as well as support the BCCFA to participate in research.	OLT Member
Employee Engagement Committee	Minimum of one (1), to a maximum of three (3), representatives from each of the 3 employee groups: BCGEU, HSA, and Excluded.	2 Years	OLT	Monthly	The BCCFA Employee Engagement Committee supports the Centre's employee engagement initiative by: <ul style="list-style-type: none"> • Providing feedback on the engagement survey, the survey process and results, communications strategies, and action planning approaches • Providing advice and guidance to the Operational Leadership Team to support and improve employee engagement (across the Centre) • To foster a continued shift towards a healthy, engaged and psychological safe workplace. 	OLT Member

SECTION 1.3 BUILDING INFORMATION

1.3.1 Security System

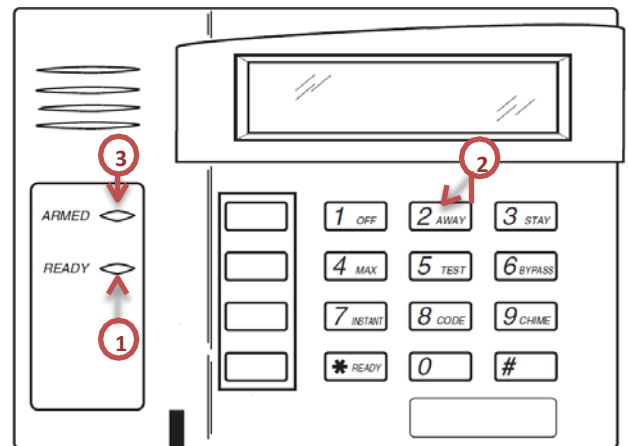
The building is security checked, locked and armed at 10:00 pm Monday – Friday by our janitor. If you are expecting visitors after 5:00 pm, please ensure that you make them aware of the doorbell at the front door (Kingsway) entrance and arrange to meet them.

If you enter the building between the hours of 10:00 pm and 8:30 am Monday – Friday, or anytime on Saturday, Sunday or Holidays, you will need to follow these instructions:

A) Arming

If you are the last one to leave the Centre, please arm the security system by following the procedure below:

1. Ensure that the green **READY** light on the panel is lit, and that the red **ARMED** light is NOT on. (See NOTE below if READY light is not lit.)
2. Enter your 4-digit access code on the touchpad, followed by the **2 [AWAY]** button.
3. When you finish, the red **ARMED** light will come on, and the system is armed. The green **READY** light will go off.
4. You then have **60 seconds** to exit. The panel will give you an exit warning tone with beeps to count down the exit time. You must leave the building and shut the door before the time runs out, or an alarm will go off.



NOTE: If the **READY** light is not lit or the display says “NOT READY” when you attempt to arm the system, it usually means that one or more of the building’s zones is not prepared for system arming (for example, a door has been left open). Press the * [READY] button to display the number and location of the zone that is NOT READY. When the condition has been corrected (in this example, when the door has been closed), the **READY** light will come on.

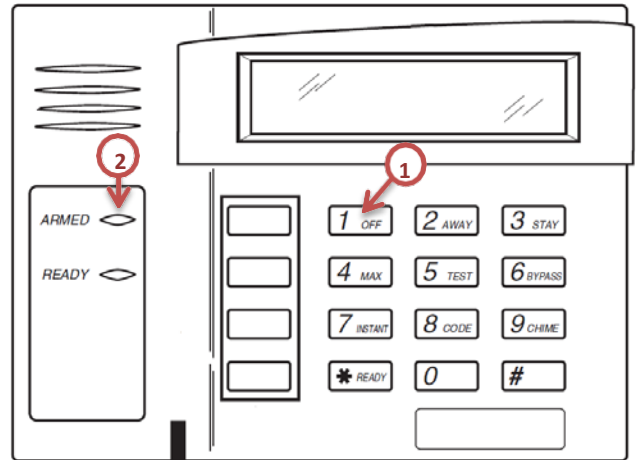
B) Disarming

If you are the first to come to the office, please enter the building from a door with a delay circuit, i.e.:

- a. Sliding glass doors on the main floor.
- b. Side back door on the main floor.
- c. Doors from the parkade to the elevator.

An entrance warning tone will sound and you will have **30 seconds** to enter and disarm the system.

1. Enter your 4-digit access code, followed by the **1** [OFF] button.
2. When entered, the **ARMED** light will go off.

**C) Contact ARPEL Security Company (If you have mistakenly set off the alarm)**

Employees are assigned an individual authorized code number. The number is on your blue Arpel Card. Do not attempt to enter the building when it is armed if you do not have your blue Arpel Card with you.

1. Call (604) 437-1078.
2. Identify yourself by quoting your individual authorized code number found on your blue Arpel Security card.

1.4.1 Communications and Information Systems

Telephone and Voicemail

- The Centre's main telephone number is (604) 451-5511.
- All staff members have personal voice mail that can be accessed 24 hours a day.
- The Centre uses a Teams Phone System and each person is assigned an extension.
- See the documentation here on how to use the Teams Phone system:
 - [Teams Phone User Manual](#)
 - [Teams Phone Call Forwarding Guide](#)
 - [Teams Phone System Merging Calls](#)
 - [Teams Phone System PowerPoint](#)

Fax

- The Centre's main fax number is (604) 451-5651.
- Fax numbers for branch offices are listed under Building Information: Main Office and Branch Offices.

Network Access and Folders

Access to Network files/folders and shares are determined based on responsibilities and the level of access determined by your Program/Department Manager. All staff will have access to public documents and common files/folders. The Director of IT and the administration staff will provide further information about network files/folder access and will help you to organize subdirectories.

New Staff Photographs/Identification Badges

On your first day, you will be contacted to have your photo taken which will be used for your identification badge.

1.4.2 Use of Technology

How to Access (Log-In to) Your Computer at 2805 Kingsway office:

- 1) Press CTRL-ALT-DEL on the logon screen
- 2) Enter Username if required followed by password

How Lock computer when you leave your desk:

- 1) Press Windows key-L or press CTRL-ALT-DEL and click Lock computer to lock your computer

How to Log-Out of Your Computer at 2805 Kingsway office.

- 1) Close all programs and press CTRL-ALT-DEL, and choose Log off option.
- 2) Ensure your computer is locked when away from computer and Log off of computer at the end of the day

How to Access (Log-In to) Your Computer at satellite offices:

- 1) On the keyboard press CTRL-ALT-DEL, and key in Password provided by your team

How to Access (Log-In to) Your Computer at home:

- 1) Press CTRL-ALT-DEL, enter username if required
- 2) Enter password
- 3) Log into SSL VPN if you require access to U: drive or database applications

Password:

- 2) Once Logged in open edge or chrome browser and go to <https://www.office.com>
- 3) Enter in Username and Password

When you have a problem please:

- 1) Contact the IT department for support.
- 2) Submit a support ticket outlining the problem to support@bc-cfa.org.

User Documentation on the use of technology is saved in the

<https://www.bccfa.sharepoint.com>:

- 1) Login with your email address and password
- 2) Use SharePoint app to navigate to Public\Forms and Documentation\End User Documentation

How to Use (Access) Photocopiers:

- There are photocopiers located throughout the Centre
- To use a photocopier, you need your Photo ID card which is provided by HR
- Tap your ID badge on the RFID reader on any copier and enter your username and password to enroll your ID badge.


How to Use (Access) E-Fax Machines

- Provide information to your administrative staff through SharePoint or email
- Administrative staff will send e-fax on your behalf
- For further instructions please ask your administrative staff
- If there are technical issues with the e-fax notify IT through email to support@bc-cfa.org

How to Use Printers

- Numerous printers are located in the building
- From your computer Print to copier or colour copier for colour option
- At copier tap your ID badge on RFID to login or use your username and password
- Select print job to print

For more information on communication policies and procedures please see the BC Centre for Ability Policy and Procedure Manual as follows:

- 5.1 Computer Usage
 - 5.2 Network Security
 - 5.3 Electronic Files
 - 5.6 Use of Mobile Devices
 - 5.9 Staff and Visitor Access to Wireless Network
 - 5.11 Use of Intranet and Extranet
- 

1.4.3 Use of Social Media

BC Centre for Ability seeks to encourage information and link sharing amongst its staff, volunteers, community members, and seeks to utilize the expertise of its employees and volunteers in generating appropriate social media content. At the same time, social media posts should be keeping with the image that BCCFA wishes to present to the public, and posts made through its social media channels should not damage the organization's reputation in any way.

For information about the use of social media please see the BC Centre for Ability Policy and Procedure Manual as follows:

10.4 Social Media
BCCFA FAQ Use of Social Media



SECTION 1.5 HUMAN RESOURCES

1.5.1 Human Resources Information for Employees

New Employee Orientation

[Welcome to the BC Centre for Ability](https://bc-cfa.org/welcome-to-the-bc-centre-for-ability), is an online self-directed Orientation program to familiarize new staff with the Centre's organizational culture and prepare them for their first day, week, month etc. To access this experience, see below details:

- **Visit:** bc-cfa.org/welcome-to-the-bc-centre-for-ability
- **Password:** welcome!

Organizational Culture & Employee Experience

The BC Centre for Ability is an equal opportunity employer that celebrates diversity, strives for inclusion and equity and is intentional in creating opportunities for all staff and leaders to learn, reflect and continue to ensure that we are creating a safe and welcoming place to work. You belong, your talents and gifts are celebrated and you will be supported to learn, grow and thrive in your role at the Centre.

The Centre observes the rights of staff as provided for in provincial legislation, collective agreements (Health Sciences Association and BCGEU) and Centre Policies.

Employment Status, Pay and Benefits and Union Membership

Your offer/hire letter outlines the status of your employment, whether you are required to join a union or not, and what your salary level will be. Your supervisor and the HR team will explain your entitlement to various benefits and you will be provided with a booklet outlining these benefits – this information will also be available through the *Welcome to BC Centre for Ability* online onboarding experience promoted to new hires. If your position is part of a union, you will be prompted to make an appointment with the relevant Shop Steward within the online onboarding tool available and a copy of the relevant Collective Agreement will be available for download.

Personnel Records

Complete personnel records for all employees of the Centre are located in the HR Department. If you wish to view your personnel file, please notify your Program/Department Manager.

Dress Guidelines

Centre employees are expected to wear clothing appropriate for their position. Staff generally dress “business casual” for work.

1.5.2 Payroll Information

ADP WorkForce Now

BC Centre for Ability uses an online platform called ADP Workforce Now. ‘ADP’ helps the HR and Finance teams, as well as your supervisor, process payroll, manage leaves, and approve vacations requests etc. All staff use ADP to input individual timekeeping (‘timesheets’), vacation requests, check leave balances and to access pay slips and T4 statements. There are additional features that some staff may use depending on their job function and the tasks they perform. Supervisors and the HR team are available for any questions regarding ADP and through our *Welcome to BC Centre for Ability* online onboarding experience you be directed to take a ‘ADP 101 for New Employees’ training to help you get to know the basics.

ADP WorkForce sign in page:

<https://workforcenow.adp.com> Enter your User ID and Password.

If you are new to the Centre, please refer to the Welcome Package from the HR Department.

Time Cards

Time summaries are an integral part of the payroll system. Currently, payroll is bi-weekly and staff time is recorded electronically on ADP Workforce Now. Timesheet completion is the responsibility of staff and these timesheets must be submitted on time and accurately. For submission and deadlines for timesheets, please talk to your supervisors.

For procedures on completing time cards, please see:

Policy 1.9 [Employee Leave](#) (Page 28)

Policy 1.10 [Time Card Management](#) (Page 35)

[Welcome to BC Centre for Ability](#) online onboarding experience

Explanation of Codes Used on Your Pay Statements

Actuals refer to all your hours and year-to-date (“YTD”) balances of your Accord, Flex, Sick, Special and Vacation.

1. Earning codes:


- STAT HOL: this is for full-time staff only. If you are a part-time staff and see this code, it means you have an YTD amount only transferred from your previous full-time employment status.
- STLIEUH, STLIEUB, STLIEUE, VACLIEUH, VACLIEUB, VACLIEUE: This is vacation pay and stat holiday pay codes for part-time staff and/or causal staff only. TXB LIFE, TXB MSP and TXBAD&D: they are taxable benefits; therefore, they are shown as TOTAL EARNINGS. For your TOTAL GROSS, it is after the total of taxable benefits.
- TRANSPRT and AUTOINS: This is the reimbursement for the mileage and auto insurance claimed. These two earning codes are added to TOTAL EARNINGS and TOTAL GROSS but not subject to tax deductions.
- The rest of codes are self-explanatory

2. Deductions Codes:

- VAC ACCR, PREV VAC, SPEC LV, FLEX, SICK ACCR: These are your earned and/or accumulated hours. The numbers shown in these codes are hours, not amounts. Hours under YTD column means the balance of your hours. Hours under CURRENT mean the hours earned/accumulated for this current pay period.

Sample Pay Statement

Sample information only. Actual earnings and deductions types on your pay stub may vary. No personal information relating to real persons has been disclosed on this sample.



COMPANY
NAME

DATE	YEAR	MTH.	DAY
PAYMENT DATE:	2004	05	14
PAY END DATE:	2004	05	14

STATEMENT OF EARNINGS AND DEDUCTIONS

EARNINGS	DATE	RATE	CURRENT	CURRENT	YTD	YTD
	YMMDD		HRS/UNITS	AMOUNT	HRS/UNITS	AMOUNT
REGULAR		0.0000	0.00	1250.52	0.00	1250.52
ADJHOURS		0.0000	7.50-	117.24-	7.50-	117.24-
ABTA MED		0.0000	0.00	20.31	0.00	20.31
GRP LIFE		0.0000	0.00	16.22	0.00	16.22
TXB CAR		0.0000	0.00	165.00	0.00	165.00
TXB RRSP		0.0000	0.00	40.00	0.00	40.00
TOTAL EARNINGS				1374.81		1374.81
LESS TAXABLE BENEFITS				241.53		241.53
TOTAL GROSS				1133.28		1133.28
DEDUCTIONS						
		CURRENT	YTD	DEDUCTIONS	CURRENT	YTD
		AMOUNT	AMOUNT		AMOUNT	AMOUNT
GOVT PEN		61.39	61.39	EI CONT	23.23	23.23
FEDL TAX		225.20	225.20	RRSP	80.00	80.00
UNTD WAY		12.00	12.00	DENTAL	13.80	13.80
VISION		4.12	4.12			
TOTAL DEDUCTIONS					419.74	419.74
NET PAY			713.54			

HAPPY HOLIDAYS.

OTHER	CURRENT	YTD
VACATION BNK	45.33	0.00
VAC BALANCE	0.00	45.33
NORMAL HRS.	80.00	0.00

NON NEGOTIABLE

CONFIDENTIAL

FJ1E1100 021 6

VAN ALTON SHARON

6229 11TH ST. S. E.

CALGARY

AB T2H 2Z2

DEDN. DEP. ACCT: FJ1E1100 021

EMPL./PAYEE ID.: FJ1E1100 021

OCCUPATION:

NO. PAY PER.: 10 OF 26

NET PAY: \$**713.54**

NOTIFICATION OF DEPOSIT TO ACCT.: 003000021116276

*****60 POSITIONS TO PRINT A MESSAGE*****

2. Employees can quickly see how many hours they worked, their current pay, and their year-to-day pay.

3. Gross pay before deductions is prominently displayed.

4. Full description of taxes, additional deductions, and adjustments.

5. Net pay highlighted for quickreference.

6. Blank area enables us to write custom messages to our employees, e.g. pay rate changes or announcements. (Payroll/HR use only)

7. Vacation and other banked hours accumulated are identified on each pay stub.

8 Pay stub is included on the bottom of the page

1. Easy to read, full-page vertical format allows room for more information.

1.5.3 Probationary

Probationary Review

The purpose of a probationary employment in the

probationary period is 3 months (prorated for part-time). A discussion about your probationary period will occur on your first day with your supervisor and/or a member of the HR team.

During the probationary period, your supervisor will have regular meetings with you to provide coaching and appraise performance and support needs. If your supervisor has concerns about your performance, a formal review process and support plan will be in place with clearly defined timelines and goals.

The final probationary performance evaluation meeting is held prior to completion of your probationary period and in accordance with collective agreements.

Once a new hire successfully completes their probationary period, the Supervisor and new hire work collaboratively to establish a work plan and professional development goals for the next year.

Annual Review - Coaching and Professional Development

The BC Centre for Ability Coaching and Professional Development (CPD) plan provides every member of the organization with a standardized tool and process to articulate development goals annually. The tool asks that all staff identify goals and activities in 4 main categories: 1) Goals for your daily work, 2) Goals related to our strategic priorities, 3) Goals related to LEADS Capabilities and 4) Goals and activities related to diversity and inclusion. These plans will be developed annually and reviewed with your leader/supervisor at least twice a year.

WHY

The purpose of this new plan and approach is to be unified in our individual and collective commitment to be the best employees, leaders, colleagues and stewards of the organization we can be. Our value of Innovation is to be *“creative risk takers who relentlessly seek to improve and excel”*. A pillar of this commitment is to create accountability systems and structures to help us all achieve our individual and collective goals.

WHEN The annual CPD cycle is from April 1st – March 31st, following our fiscal year. New plans will be developed for April 1st of each year, will be reviewed with your leader/supervisor at least at the mid-year mark and then again at the end of the fiscal year (March of the following year).

SECTION 1.6 HEALTH AND SAFETY

Employee Emergency Preparedness

Staff are expected to follow the protocol and procedures outlined in [the Emergency Management and Critical Incident Plan](#). Staff are responsible for ensuring the safety of clients when they are in the Centre.

Emergency Preparedness Drills:

Staff are required to participate in simulated drills and/or quizzes that test knowledge of emergency procedures on an annual basis.

Occupational Health and Safety

The Centre has an Occupational Health and Safety (OH&S) Committee, which meets regularly to provide input and recommendations in order to ensure the establishment and maintenance of systems to address occupational health and safety. The OH&S Committee, along with the Risk Management Committee, reviews the results of regular safety inspections and incident reports, ensures staff input is sought and makes recommendations for establishment and maintenance of systems to address occupational health and safety.

OH&S Committee minutes are saved [here](#). An OHS binder, which provides further information, is available in the First Aid Room and at each satellite office. Three months of OH&S minutes are posted on the OH&S bulletin board in the lunch room.

BCCFA is a scent-free work environment. Please be considerate of staff members and clients who are sensitive or allergic to the chemicals in scented products by not wearing perfumes, colognes, or other scented products to work.

For all health and safety policies and procedures please see section 3 of the BCCFA Policy and Procedures Manual.

SECTION 1.7 FAMILY CENTRED PRACTICE, CULTURAL SAFETY & TRAUMA INFORMED CARE

The BC Centre for Ability is committed to ensuring that the principles and values of Family Centred Practice, diversity, inclusion, accessibility and cultural safety are embedded into all aspects of our Centre's operations. BCCFA strives to create a climate of inclusion and acceptance for all stakeholders involved with the agency in ways that respect and respond to their culture, language, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and/or any other factor. We demonstrate these commitments in the work we do with families by ensuring that all of our services are designed and delivered with three key principles and frameworks in mind:

1. Family Centred Practice

Family-Centred service is made up of a set of values, attitudes, and approaches to services for children with special needs and their families. Family-Centred service recognizes that **each family is unique**; that the family is the **constant in the child's life**; and that they are the **experts on the child's abilities and needs**. The family works with service providers to make informed decisions about the services and supports the child and family receive. In family-Centred service, the strengths and needs of all family members are considered. – CanChild.

2. Cultural Humility

Cultural humility is a process of self-reflection to understand personal and systemic conditioned biases, and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a life-long learner when it comes to understanding another's experience. Cultural humility enables cultural safety.

Key elements of cultural humility include:

Humbly acknowledging oneself as a life-long learner when it comes to understanding another person's experience (Hunt, 2001; Wilson et al., 2013);

Learning may entail becoming an active participant in community events and ceremonies;

Understanding that we cannot assume we know about another person's cultural experience, including that culture is an important part of a person's identity or important to discuss in relation to health care (Tervalon & Murray-Garcia, 1998);

Health care professionals are constantly aware of how their own cultural experience shapes their own perspective and they recognize that every person is the expert on their own unique experience. Health care professionals do not try to show they are an expert or authority when it

comes to another person's culture; instead they show that they are open to learning (Coulborn & Ortega, 2011; Hook, Davis, Owen, Worthington, & Utsey, 2013).

3. Trauma-Informed Practice

Trauma-Informed Practice (TIP) is a strengths-based framework grounded in an understanding of and responsiveness to the impact of trauma. It emphasizes physical, psychological, and emotional safety for everyone, and creates opportunities for clients to rebuild a sense of control and empowerment.

At BCCFA we recognize that trauma may impact how children and families experience the health care system and their relationships with care providers. We strive to practice the following key pillars of TIP:

- 1) Trauma awareness: Care is provided with the understanding that trauma impacts many families and that there are a range of relational adaptations that people make to cope with their experiences.
- 2) Safety and trustworthiness: Trauma survivors often feel unsafe and are likely to have experienced abuse of power with care providers. It is important to prioritize safety and trustworthiness by being welcoming, providing clear information about programming and available supports, and demonstrating predictable expectations.
- 3) Choice, collaboration, and connection: Whenever possible, we provide the opportunity for open communication, provide choice in treatment option, and work collaboratively with families to foster a sense of efficacy, self-determination, dignity, and personal control.

(Adapted from Trauma-Informed Practice Guide, BC Women's Hospital, 2013).

When we design, deliver and evaluate our services based on the principles of Family Centred Practice, Cultural Humility & Safety, and Trauma-Informed Practice, we create the conditions for meaningful relationships and we have a positive and lasting impact on the people we serve.